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CAR SERVICE RULES

OF THE

OPERATING DEPARTMENT

OF

Pullman's Palace Car Company,

REVISED SEPT. 1ST, 1893.

CHICAGO :
W. H. POTTINGER, PRINTER,
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101. Employees on Pullman Cars, including Conductors, Porters, Waiters, Pantrymen, Cooks, Electrical Engineers and Barbers, are designated as "Car-Service Men."

They are *subordinate* to all officers of the Company as their respective jurisdictions give authority, and to railroad companies as train employees.

They are *responsible* for the conduct of service, the safety of the revenues they collect, and the property entrusted to them.

Their *duties* relate to the collection of the Company's revenues, the care of the passengers, and of the Company's property.

They are to *report* the earnings of cars, of the property in their charge, and of incidents known to them affecting the Company's interests.

(2.) Their duties, when properly attended to, leave no time for social visits between the employees of different cars, or between them and trainmen, and persistence in the practice of having them will be deemed a sufficient cause for discharge; nor should employees leave their cars while on a trip, except in the strict performance of duty, without special permission from their Superintendent.

Judgment.—Car-service men must use judgment in the performance of duty, and not, by adhering too strictly to the letter of a rule, disobey the spirit of it.

(3.) *The manner of complying with the rules* of the Company should be such as to avoid giving offense to passengers.

It is indispensable that the manners of car-service men toward passengers and the public shall be polite and courteous at all times, and particularly so in asking them to respect the rules of the Company. When their conduct may occasion annoyance to other passengers, it is proper to explain this fact as a necessity for the rules, which employes should endeavor to maintain in a respectful and firm manner.

(4.) *Conductors will be held personally responsible* for the management of cars in their charge, and have full control and authority over the crew, which will receive orders from them that do not directly conflict with instructions given by the officers of the Company. They must know that cars are fully equipped, and that their subordinates attend to their duties in every respect; and that the ventilation of their cars is looked after. They must keep their cars well policed at all times.

(5.) *Conductors on Parlor Cars* are expected to perform every needed service that is rendered on other cars by both Conductor and Porter.

(6.) *Conductors Being Left.*—The serious embarrassment which arises from a Conductor *en route* being left behind, while holding possession of the passage tickets of his passengers, should incite him to the exercise of every reasonable precaution to prevent it. He will send the Porter to execute service away from the car in all cases where doubt may exist of his being able to return in time.

(7.) *Porters*.—The title of Porter in these Rules and Regulations is used to include also Cooks and Waiters, who are subject to the same rules as are Porters, so far as the nature of their respective duties admit. They are alike subordinate to the Conductor, who will maintain with all of them both the business and personal relations that are prescribed for him in regard to Porters. Either Porters, Cooks or Waiters will perform any service ordinarily required from but one class of them, when the Conductor so directs. If his requirements are thought to be unnecessary, that fact must not prevent obedience to his orders, but simply makes it proper to report the circumstances to the District Superintendent when the trip is completed.

(8.) *Gratuities*.—Car-service men are not permitted to charge or demand from any passenger compensation for service rendered them while on duty. The Porter may, nevertheless, accept for cleaning boots, or other special service, such remuneration as may be *voluntarily* tendered.

(9.) *The Porter's Blanket* will be set apart for his exclusive use. Under no circumstances will he use another, nor will his be given for the use of passengers. *The berth* he occupies will be designated by his Superintendent, and he must not, at any time, occupy any other. Porters must be provided with their own *combs* and *hair brushes*, and will not be permitted to use those furnished for passengers' use.

(10.) *Porters in Charge of Cars* will conform, as far as practicable to rules prescribed for Conductors.

(11.) *Tours of Duty* will be made during the night by the Conductor and Porter. Unless otherwise directed, the Porter will be off duty, for the purpose of sleeping, from 10 p. m. until 3 a. m., during which time he will not be called to make up berths. Both the Conductor and Porter will be on duty at important stations, or when trains stop for meals, assisting passengers getting out from or into their cars. [See 132 (1) and 161 (2)]. They must not shut themselves up in a room unless at a proper time for sleeping. *When changing watch*, the employe relieved must not go to bed until he knows that the other one is up and on duty. When there are both a Porter and a Waiter on a car the night watch will be divided between them. When a Conductor has charge of two or more cars, his night watch will be prescribed by his Superintendent.

Conductors will not be allowed under any circumstances to sleep in the Drawing Room when there are vacant berths in the body of the car.

(12.) *Communications*.—Car-service men will address all reports and letters relative to the business of the Company to their respective Superintendents, except when otherwise instructed, and except those relating to events urgently demanding instant action, and occurring when they are nearer the location of other Superintendents, whom they will then address.

(13.) *General Prohibitions.*—Car-service men are forbidden to carry offensive weapons, either on their persons or in the cars; also from carrying (independent of buffet supplies) bottles of liquor or beer for sale to passengers, or for any other purpose, and from smoking, drinking liquor, or playing cards while on duty. Persons known to have habits of dissipation off duty will not be retained in the service. Employes must not influence passengers in favor of particular hotels, or particular routes of travel.

Undue personal familiarity between Conductors and the crews of their cars is prohibited; and also the use of drawing rooms as lounging places for either Pullman employes or train men.

102. Uniform.—The full uniform must be constantly worn while on duty, and until passengers have left the car, and no deviation from the prescribed pattern or material will be permitted. *It will not be worn off duty*, and it must be kept in a neat and tidy condition, paying strict attention to linen and neckwear.

(2.) *Coats.*—The coat should be worn buttoned, and the outside breast pocket will be used for handkerchief only.

(3.) *Jackets.*—Porters and waiters must wear their jackets buttoned, and while attending to buffet or janitor duties.

In buffet cars the jacket worn in handling berths must not be worn while serving meals, nor will torn or dirty jackets be worn at any time.

(4.) *Caps* will be laid aside whenever jackets are worn.

(5.) *Slippers* may be worn only after passengers have retired.

103. Personal Equipment.*—Every car-service man will be furnished with and be required to carry, when on duty, all articles of equipment prescribed respectively for his line of duty. He will be held responsible for the safe keeping and proper use of them, and on demand must return or pay for them.

(2.) *Hand Lanterns* will be kept burning at night.

(3.) *Blanks*.—Employes must exercise care in selecting blanks, to use only those printed for the Division to which their use relates.

104. Registering.—Conductors will be very particular to note on the station registers all cars of which they may have charge, and the names of the employes on the respective cars.

(2.) They will carefully comply with instructions to leave "O. K." slips [Form 237] at important way stations where required.

(3.) *Order Books* are to be carefully inspected each trip, for new orders, and are to be signed therefor by Conductors and Porters at both ends of their route, when kept at both stations.

105. Reporting for Duty.—Conductors and their crews must report for duty at their cars the required time before leaving, and see, by personal inspection, that they are in perfect order,

See note, Page 80.

and supplied with the requisite equipment and supplies for the trip, and for which they are then responsible.

106. All Letters and Packages on Company Service, intrusted to the care of Conductors and Porters, will be delivered *promptly and direct* to their destination, and special instructions relative to *mail bags* strictly complied with. Only those on Company service will be carried.

(2.) Any party having charge of Company Mail must take a receipt therefor, when transferred *en route*, or delivered to destination. Such receipt in all cases is to be delivered to the Receiving Cashier or District Superintendent where report of the trip is made, to be by them transmitted to the General Ticket Office, Chicago.

107. Baggage and Valuables.—The baggage which a passenger should properly take into a sleeping car should be only such ordinary hand baggage as one would be likely to require for use during the trip, and should be kept within the limits of the space to which the passenger is entitled; therefore, large cumbersome packages, bundles or boxes will not be permitted in the cars, and when passengers present themselves with such baggage they should be requested to take it to the baggage car and check it.


(2.) Employees are positively forbidden to take charge of or in any way to control any article belonging to a passenger, except officers of the

Company, or to take any such articles to the baggage cars for passengers, to be checked.

(3.) Employees are required to assist passengers with their baggage in and out of cars. In putting baggage or other personal effects of passengers into cars, such articles must be taken directly to the space assigned to the passenger, deposited there and the passenger's attention called to it. In all instances where passengers request employees to take charge of their baggage, or other personal effects, while they leave the car to attend to other matters, employees must courteously but firmly decline, at the same time explaining that the rules of the Company prohibit them from doing so. Baggage must not be deposited on the seats.

(4.) In assisting passengers with their baggage out of cars, employees are positively forbidden to do more than assist them off the steps of the car and there deliver the baggage to them. They must not, on approaching a terminal station, collect all the baggage in the car and leave it at the ends or on the platforms, to be taken by or handed to passengers as they pass out. To do so is liable to occasion losses and interchange of baggage. When employees take any article in their hands to assist passengers off the car with it, they must know to which passenger it belongs, and deliver it into the hands of the owner.

(5.) In preparing berths at night employees must exercise the utmost care in handling the baggage and other property belonging to the



occupants of such berths. Such articles must not be carelessly placed in other berths, or handled in such way as to render them liable to be mixed up with, or exchanged for, articles belonging to occupants of other berths, and in every instance where passengers have articles of baggage or other property which cannot be put *under* the berth of the section occupied by them, they must be notified that it will not be safe to leave such articles in the aisle of the car, and no such article shall be placed in any vacant berth, the drawing room, smoking room, vestibules, side passage ways or at the ends of the aisle of the car, or anywhere in the car except in or under, or immediately at, the space occupied by the passenger.

(6.) Where passengers are to disembark during the night they must be requested to identify their baggage before retiring, and care must be observed to have it placed either in or under their berth, so that employes may be able to guard against mistakes when such passengers leave the car; and employes are especially required to use the utmost care in carrying out this rule in every instance where they have a passenger to leave the car at any time during the night. Particular attention will be given to passengers when they are retiring, and if they attempt to put their clothing in an upper berth, or any other vacant berth, they must be immediately notified not to do so and warned that it will not be safe. Employes must not under any circumstances, advise passengers

that their baggage or property will be safe anywhere or at any time, however short. If any such inquiries be made, passengers will be advised that their property can only be safe through their own care and protection of it, or by checking it as regular baggage.

(7.) In every case where a loss occurs upon a car, every effort must be immediately made by the employes to find the article, or, failing to find it, to obtain from the passenger sustaining the loss every possible detail and circumstance connected with the loss.

(8.) In every case of loss, personal injury, or other unusual incident occurring on a car, the following information must be obtained and reported by the employe in charge of the car: The name and address of the passenger; the space occupied; whether the fare was paid in cash, tickets or a pass; a description (if possible in writing) of the article lost and its value; when and where it was positively known to have been last in the passenger's possession and when and where the loss was first discovered; the name of the car and number of the line; the name of the railroad upon which the loss occurred and the number of the train; the names and addresses of all employes on the car, and the names and addresses, if possible, of all the passengers in the car. The utmost care must be used to see that the names and addresses are plainly and correctly written.

(9.) Where any loss occurs on a car, the Conductor in charge must be instantly notified by the

first employe who obtains information of such loss. The Conductor will go at once to the passenger and in his presence make a careful and thorough search of the space occupied by such passenger and of the bedding, etc., in such space. If the article cannot be found, the Train Conductor may be summoned, and requested to assist in any additional search of the car which the passenger may request or desire. The passenger should, of course, be present during any search that is made.

(10.) It must be understood that passengers and employes, and the baggage belonging to them cannot be searched without their consent, *except by officers of the law*, but prompt report must be made in any case where an employe declines to be searched. Employes are cautioned, however, not to suggest any personal search unless it be requested by the passenger, in which event it is assumed that any honest employe of this Company will readily consent to such search, and in such case the passenger should be requested to do the search personally, and it should be done, if possible, in the drawing room or smoking room.

(11.) If the article cannot be found after satisfactory search has been made, the Conductor must obtain all the information required in Section 2 of this rule, and at the first possible opportunity make a full and complete written report (Form 244), embracing every detail and circumstance regarding such loss.

108. Fire.—To guard against accidental fires in cars, both Conductors and Porters must use every possible precaution.

(2.) While the heaters are in use nothing combustible except coal will be stored or carried in the heater rooms—not even kindling material. [See Art. 138 (6).]

(3.) Uncovered burning lamps, including nursery and toilet lamps, are not permitted in Pullman cars at any time, except in cases of sickness, and while there is no fire in the heater, when, as an act of humanity, the nursery lamp, *under the supervision* of the Conductor or Porter, may be used, set within a wash-bowl.

(4.) Under no circumstances will greasy paper, waste or rags be allowed in the cars; if used in them, they must be thrown out and never laid down in a car.

(5.) *Fire Extinguishers* must be observed frequently to note and report any indication of their being in an unserviceable condition.

109. Reception of Passengers.—The Conductor and Porter will take a proper position outside of their respective cars at principal stations, announcing their destination, if permitted, and affording passengers any information and assistance in their power, and at all times when their other duties, specifically stated, do not interfere, they must assist passengers in entering and alighting from their cars [Art. 107. (3) and (4)], manifesting solicitude for their welfare.

(2.) Conductors must examine the passage tickets of all passengers applying for berths or seats, and not sell accommodations to those without passage tickets acceptable to the Train Conductor for passage in Pullman cars. They will promptly notify the Train Conductor of the admission of passengers who get on their cars after he has collected his tickets.

(3.) While receiving passengers during warm weather, the doors and windows will be thrown open and the car will always be brilliantly lighted up in the evening; this light may be continued until passengers are in bed, when the lamps in the body of the car will be extinguished. [Subject to Art. 130.]

(4.) Conductors of local cars are expected to use their influence, when opportunity arises, to induce passengers for places beyond their destination to take tickets for through cars in the same train.

(5.) After telegraphing to stations in advance what space in a car is unoccupied, no berths or seats for places beyond such station can be sold on the car until it is passed; nor will they be sold by Conductors, without special instruction, at stations at which tickets are on sale, until they receive their diagram from the office. On arrival at such stations they will leave the diagrams of their cars in the ticket office, for use by the Ticket Agent.

(6.) When application is made to Conductors for berths, reply is often made, "I can't give you anything but an upper-center or lower-end berth," etc. Such remarks are very much against the Company's interests, and should not be made under any circumstances. If application be made for seats or berths, furnish the best you have and only answer such questions as are asked you. Conductors and Porters should do what they can to convince passengers that an upper berth, with its spring bed, is as comfortable as a lower one.

(7.) Conductors will not permit the occupying of berths or seats in their car with a greater number of persons than the space will properly accommodate; say two adults and a small child, or one adult and two children, to a double berth.

(8.) *Classes of Passengers.*—Passengers are called "paying" when they give cash, tickets or government orders for their seats or berths; "free" when they have passes for them, or the right to pass privileges [see Art. 112 (1)]; "visitors" when admitted to cars as provided for in Article 115 (4), and "non-paying" when seated in Pullman cars by Train Conductors [Art. 114.]

110. Pullman Fares.—Conductors will require from passengers either a pass, a ticket, or money for berths or seats occupied by them, and will be governed by the Book of Rates in collecting fares. All sleeping cars will be regarded as parlor cars during the day, and local passengers

will not be permitted to occupy them without paying the established tariff for seats, except as provided for in Article 114 and Article 115 (4). All receipts for services of any part of the car, at any time, belong to this Company.

(2.) When two or more passengers ask for seats in a sleeping car (there being no parlor car in the train), and where the sum of such seat fares is higher than berth rates for the space (four seats being allowed to each section), only berth rates will be collected. If there is a parlor car in the train, seat rates will be charged for each passenger, see Article 115 (9).

(3.) When berths or seats in through cars are held by telegraphic or other orders, to be taken *en route*, and the space is not otherwise required or held to the exclusion of passengers desiring the same, the rate charged will be from the place from which the accommodations are taken.

Berths reserved in the name of a passenger will not be held further than the station named, and if no station is named the berth will be on sale as soon as the train starts from the terminal one.

(4.) Conductors will not collect additional fares when cars are delayed on the road, nor for berth or seat passengers remaining until morning when cars reach their destination after midnight. When cars are turned back on account of wash-outs, etc., at the commencement of their trip, and the railroad company return the passengers free, no charge is to be made for Pullman service.

(5.) When a passenger demands a receipt from the Conductor for fares paid, with a view to apply to the Company to have the amounts refunded, the Conductor will embody in the receipt the date, name or number of car, line in which running, accommodations furnished, and between what places.

(6.) When, from no fault of the passenger, the accommodations sold him by the Conductor cannot be furnished, his cash fare should be refunded and the check marked "Void ; no accommodations given."

(7.) When by any reason not the fault of the passenger, the accommodations sold cannot be furnished him, every reasonable effort should be made to obtain his ticket, by refunding its value, which the Conductor will do, using therefor any money in his possession, and turning in with the report the ticket so redeemed and a statement giving in detail all the circumstances of the case.

(8.) No information will be given any one but officers of the Company about the number of passengers carried or receipts of cars.

III. Tickets.—Upon reporting to the Receiving Cashier, his attention will be called by the Conductor to any *unstamped* tickets that may have been collected during the trip, and care will be taken to note that all tickets *stamped* bear the date on which the passenger presents it, as *tickets* are *good only* for the day and train for which they are stamped, unless the consecutive number of the ticket is on the diagram. All tickets must be

punched, and care taken not to destroy the form or consecutive number.

(2.) The possession of a ticket by a passenger is *prima facie* evidence of his having a right to the accommodations it calls for; hence, when any irregularity exists in the ticket the utmost care must be taken to not refuse it for reasons not the fault of the passenger.

(3.) When tickets have been sold for a car which has been cut off, or misses connection, they will be honored in any other car on the same train and over the same route.

(4.) When berths and seats have been sold, but are not called for, they must be specifically reported on the diagram. They must not be resold while any reasonable chance exists that they may be called for; and when resold there must be distinct understanding with the passenger that a prior claim exists, which, if presented, must be made good.

(5.) When a passenger loses his ticket, and his name or the number of the ticket is on the diagram, the Conductor should collect fare and give a receipt therefor [see Art. 110 (5)], referring the passenger to the Superintendent. The Conductor will make a special written report of the transaction, giving the name and address of the passenger.

(6.) When a passenger holding a ticket between points where there are two or more competing roads running Pullman Cars (as, for instance,

between Chicago and Kansas City) takes the wrong road and decides to continue thereon, his ticket, if properly dated, and for a corresponding train, will be accepted, provided there are vacant accommodations in the car, as will also be done in case a passenger changes his route without opportunity to arrange for his berth at the office.

In case the proper connection is missed a coupon ticket will be accepted on any car over any route from the transfer station to the destination.

(7.) Tickets are accepted by the Company as equivalent to cash, in the settlement of Conductors' reports, and Conductors should be as careful of them, even when cancelled, as of money. The money value of lost or missing tickets, which Conductors have made good, will not be refunded by the Company except on presentation of the tickets.

112. Passes.—Conductors of passenger trains on which the sleepers run may be passed for a berth while on the road for which they work, and will be checked and reported by name, and supervisors and other agents or officers of railroad companies, whose duties give them occasion to ride at the rear of the train, will be passed free for a seat in the rear car. They will be checked and reported by name on the diagram, and included in the report of "Free" passengers in the "Number of Passengers."

(2.) Trip passes will be taken up by Conductor of car on which first presented, and will

not be honored for a greater number of persons than are specified thereon, nor for a greater distance than the route of the car or line. Passengers holding trip passes between two points may be accorded the right to transfer from one car into another, either for convenience in obtaining the accommodations desired or for other legitimate reasons. When such privileges are accorded to holders of such passes, the passengers' names, numbers of the passes, and why transferred, should be written clearly across the face of the transfer check.

(3.) When a pass is presented on a car belonging to a line for which it is not good, care must be taken by the Conductor to not refuse it in the presence of others, to the discomfiture of the holder of it.

(4.) Passes do not entitle any person not mentioned thereon to occupy accommodations with the holder free, except that children of that age entitling them to free railroad transportation will be permitted to occupy berths and seats free with the persons holding passes, and officers of railroads holding annual or time passes can receive seat visitors while on their own roads, as can, also, officers of the Pullman Company.

(5.) Complimentary or general annual passes are only good for one seat or double berth for each person named thereon, except as otherwise provided.

(6.) Exchange annual passes will be recognized

only in accordance with special printed instructions from the General Superintendent's office, a copy of which will be furnished each Conductor, to be inserted in this book.

(7.) In case of the President's annual and time passes, Conductors are permitted, if requested, and it can be done without incommoding other passengers, to furnish the person named thereon with a section. In case the pass reads "and wife," or "and family" the same rule will apply to the *wife* of the person named on the pass. The other members of the family will be entitled to a berth only.

(8.) The Second Vice-President's and General Superintendent's annual and time passes, when indorsed "good for one section for self, or self and wife," will entitle the wife to use the pass when traveling alone, and to occupy a section when called for. Passes endorsed "good for an additional berth for Mrs.....," are good for such berth when she is traveling alone.

(9.) It is the duty of Conductors to examine carefully passes presented to them, and get all the data therefrom required in their reports, as, if they fail to make a sufficiently correct report of passes honored by them, the Receiving Cashier must require them to make good the value of the accommodations furnished. General officers of the line over which a car is running, known to possess annual passes, need not be asked to show them, but will be reported by name.

(10.) Conductors who may have had to make

good, by payment of money, mistakes in the acceptance or value of passes, are prohibited from reporting the same to the holder of the pass.

113. Government Transportation Requests for accommodations in Pullman cars will be accepted and reported as "Cash" by Conductors.

(2.) Requests must not be honored, except within the limitations of date and distance named in them, or for more space than they call for.

(3.) If a request calls for accommodations to a place beyond the route of a car or line, it will be accepted only to the terminal point.

(4.) Should a request call for a *berth*, and a *seat* only is furnished, *by reason of the trip being taken in the daytime*, the receipt should show the fact, and the Conductor should report on his diagram a seat, and not a berth.

(5.) The request must be taken up, whether all the space it calls for is furnished or not, and a receipt therefor taken on it for the number of berths or seats and between what points actually furnished; also stating the date when accepted, and having a *x* signature witnessed.

(6.) The holders of these requests will be entitled to receive drawback checks, should a car be cut off *en route*. They have also the privileges stated in Article 115 (4).

114. Non-Paying Passengers.—When non-paying passengers are seated in Pullman cars the Conductor will endeavor to have them so located as to prevent any inconvenience to the regular

occupants. They should not be placed in space paid for by other passengers. The occurrence must be reported on blank Form No. 189, to the Receiving Cashier, and mention of same must be made on diagrams, giving the number of passengers, and between what points carried.

(2.) In these reports (No. 189), Conductors must state if any annoyance or inconvenience is caused the regular occupants of the cars, and include in it the certificate of the Train Conductor, as the blank form provides. They must also ascertain at the time, by personal inspection, and note in their report if there are vacant seats, and how many, in the first class coaches.

115. Assignment of Seats and Berths.—Conductors must assign seats and berths to passengers, as per office diagram, as speedily as possible after leaving terminal stations, and afterwards dispose of any remaining space in such a manner as will accommodate the greatest number of persons.

(2.) *Separate berths in state rooms or drawing-rooms* may be sold—other accommodations in the car having been disposed of, or when a lower berth is a necessity, or a section is wanted, or to accommodate a lady, an invalid or an exacting passenger—provided that the purchaser understands that the remaining berths therein are “on sale.” In cases of transcontinental and other long lines, drawing-rooms should be broken for single nights only, so they can be resold solid, if applied for. No *seats* will be sold to stations passed after

10.30 o'clock P. M., except by special order in special cases, or where a car is due to arrive at terminus by midnight.

(3.) When all the berths are in demand, one passenger will not be permitted to buy a whole section, to the exclusion of others unable to otherwise obtain a berth. This will not apply when a section is a necessity, or in cases of sickness or ladies traveling alone.

Whenever the demands for accommodations in cars are in excess of the ability to furnish, the fact will be reported to the Superintendent of the line, with particular mention of the number of passengers not accommodated, and between what points.

All cars, excepting those chartered by special parties, should be used for passengers at tariff rates whenever required.

(4.) Persons who have paid for *berths* may be allowed, as a matter of courtesy, to invite *en route* a friend or friends to share their accommodations with them for any part or the whole of their trip, provided, however, that the occupancy of a berth shall be limited to two persons, and correspondingly for a section or drawingroom.

To each person thus admitted, the regular form of Conductor's duplex check will be issued punching out date and cipher (0); and, after entering the number of the berth in the space provided, write the word "Visitor" in a bold hand across the face of both checks. Suitable entries will be made on diagrams. [See Art. 116 (4).]

This privilege will not be given to persons who have purchased a *seat* only; nor will any person be admitted who is intoxicated or afflicted with any contagious or infectious disease, or one to whom we would refuse to sell a berth.

(5.) Where two or more Pullman cars are in one train, the occupants may be permitted to visit each other at their pleasure, provided none of the passengers are incommoded thereby, and the sale of seats and berths is not interfered with. When such visits exceed an hour's duration suitable mention of them should be made on diagrams.

(6.) Short visits of courtesy, by any one, to passengers in Pullman cars are to be permitted. Conductors will use judgment in determining whether they are too prolonged, or are used to evade the payment of a proper fare.

(7.) Should a passenger desire to permanently change to another Pullman car on the train, in which he can be accommodated, he may be allowed to do so, the change being effected by the use of a drawback check.

(8.) Conductors should meet the wishes of passengers by accepting tickets in other cars than the one for which they are sold, both cars being in the same train and running to the destination of the passenger, if it can be done without detriment to the interest of the Company, and with the knowledge of both Conductors.

(9.) When two persons hold but one double berth coupon ticket for lines composed of con-

necting parlor and sleeping cars, two seats parlor car will be given them, and reported value of one seat, and a note made on the di and check that the second seat, giving the nu was occupied on a coupon ticket issued for persons; or for a double berth privilege should be provided for by the Conductor in the drawback check. This also applies to vi [See Art. 115 (4).]

(10.) In case of the *duplicate* sales of l endeavor to ascertain the first purchaser promptly redeem the other ticket if una accommodate the holder elsewhere, reporti occurrence in all cases to your Superintendent blank Form B. J. [See Art. 110 (7).]

(11.) Where a passenger holds a sleeping ticket reading to a point short of his destination the Conductor will be permitted to carry passenger as far as the rate represented by ticket extends.

Where a passenger pays cash fare to a point, and determines later to go on to the of the rate, he may be permitted to do so with additional charge.

(12.) *If passengers, in a manner offensive to other passengers, refuse to conform to the rules of the Company, Conductors will, in exercise of discretion, assume the responsibility of refusing their full fare, and requesting them to leave the car; this extreme measure should only be resorted to after consultation with the Train Conductor.*

Force will be used only when all peaceful expedients fail.

116. Diagrams.—Diagrams for the trip must be turned in in the regular way for every movement of the car involving mileage, such as trips to and from shop, etc., and such mileage must be reported on the diagrams.

(2.) Fill the heading accurately; give the number of the line in which the trip is made, and hours of leaving and arriving.

(3.) *Mark in the plan* of the car, in the space for each berth, the number of passengers occupying it, including those occupied by the Conductor or Porter, and the amount paid by them either to the Conductor or the Ticket Agent, as per margin, the outer figures of which are intended to show the resale of the berth after the departure of the first occupant. The "0" shows that the passenger in the lower berth paid for the section, also in like manner show the berths occupied by passengers received "by transfer" carried for drawback check. [See Article 117 (8).]

(4.) *Classified Recapitulation.*—Conductors will write on the back of the diagram the berths which have been used between any two points, making entries on separate lines for cash and ticket fares, naming the stations *with accuracy*, making a statement at the top of the blank of "Paying,"

		U
1	D.H.O.	\$2.00
		L
2	\$2.50.1	\$2.00
		U
		L
1	D.B.C.	

followed by that of "Free" passengers and "Visitors;" these added making the "Number of Passengers" for the trip. Visitors to paying passengers should be shown on diagram as "Paying," and to deadhead passengers as "Deadhead." Below these entries continue the recapitulation with a like classification of "By Transfer," naming the car from which received, and "Non-paying Passengers."

"Tickets" is the value of tickets collected on the car, but for which the money is not received by the Conductor, and "Cash" is the funds collected by him, the sum of the two being the full value of the trip. The value of space occupied by passengers received by "transfer" or "non-paying" passengers should not be included in summing the value of the trip.

In entering the list of visitors stated above, note the berth or seat occupied as that of the passenger inviting them to ride in the car, as per Section (4) Art. 115.

The berth occupied by the Conductor and Porter must be entered in the same manner as is done with "D. H." passengers, at the foot of the "Recapitulation."

(5.) *Free Passengers*.—Enter in the space provided a record of free passengers, giving the name written in the pass and the number of passengers covered by it, and, if a pass is annual, its number; also enter those free passengers, provided for in Section (1,) Art. 112.

(6.) Record in the places provided the names of the crew and of "other cars in charge."

(7.) Enter on the face of the diagram a record

of "Checks Issued," "Railroads and Mileage," the "Total of Paying and Free Passengers," "Cash and Ticket Earnings," and "Commissary Earnings."

(8.) Tickets, Cash, Trip Passes, Government Transportation Requests, and Drawback Checks, presented, will be taken up and returned with the diagram to the Receiving Cashier.

(9.) If a car is cut off *en route*, breaks down, is turned back, or changes its route, the fact must be stated on the diagram.

(10.) Conductors in charge of a car transferred *en route* will transfer to the Conductor or Porter who may have charge after them, their collections and diagram of it, taking a receipt for them, which receipt [Form No. 68] they will retain. The diagram and receipt must be prepared in advance of the time of transfer.

(11.) Earnings will be reported for "Special" service when the car does not run as additional equipment in a regular line. Otherwise earnings of cars will be reported for the lines which the car is in at the time, as per schedule of time leaving or arriving.

(12) *Parlor Car Diagrams*.—In dating the recapitulation on these diagrams, the date of the trip is to be given, and not the date of making the report.

(13.) *Ticket Office Diagrams* must be preserved in the condition in which received, without alteration or erasure, and turned in with the report of the trip to the Receiving Cashier.

117. Checks are charged to the employes to whom issued, who will be held accountable for their proper use. They must verify, when received, the completeness of the numbers charged to them, as allowance for missing checks will not be made unless discovered at that time.

(2.) *All Checks* (Conductor's "Duplex," "Drawback" and "Commissary") must bear the signature of the Conductor issuing them, and the data called for by their forms, plainly written with an indelible pencil, and must be reported by commencing and closing numbers on the diagram or buffet supply report, respectively. In case he has charge of more than one car he will make this report on but one of the diagrams, giving on it the numbers or names of all the cars, and noting on the diagram of his other cars, "see car——."

(3.) *Conductors' Checks.*—Conductors will be required to issue check in duplicate, handing to each passenger, paying or free [see Art. 112 (1) and 115 (4)], including those received by transfer, the "passenger's check," and to the Porter the "Porter's check," giving but one check where more than one passenger occupies a berth at the same time, or for space for which one passenger pays, except as directed in Art. 115 (4). The names of *free* passengers must invariably be written across the *face* of these checks.

The passenger's check will be retained by the passenger, and both the Conductor and Porter are positively prohibited from taking up the same.

A check issued to a passenger for a seat, who subsequently buys a berth, should be marked "Void to buy a berth." In case cash fares are refunded [see Art. 110, (6)], mark the check "Void, no accommodations given." In case a passenger extends his trip and a difference in rates is collected, issue a second check, and write the words "extended rate" on the check.

In all cases when a check is made void from any cause, the Conductor must state, either on the face or back of same, the reasons therefor, as,— "wrong destination," "error in punching," etc.

[In case the practice on the railroad is to have the Pullman Conductor lift passage tickets, the "Passenger's check" then used is also a receipt for the railroad ticket or other equivalent for passage, and must be issued by Pullman Conductors to all passengers as a receipt for railroad tickets or passes lifted, designating the style of ticket by punching the check as indicated, issuing a check for each berth or passenger. When two passengers occupy one berth, except in cases provided for in Art. 115 (4), the check must be endorsed across the back, "two persons," and if they hold different forms of passage tickets, or passes, the checks must be punched twice to show the forms. Care must be taken to fill in on line after the words "*en route* to" the point to which the railroad ticket or trip pass may read. No entry on such line need be made in connection with passengers holding annual passes.]

(4.) Porters must insist upon getting a check for each party or passenger in their car, and they will examine carefully all Conductor's checks which they receive to see that the date, accommodations furnished, and points between which the passenger rides, are properly punched and written in it. They will enclose all the checks collected by them, and a written explanation of each case wherein they may fail to do so, particularly of cases wherein the Conductor has not issued them, in envelopes provided for the purpose, and leave them at their District office for transmission as directed.

(5.) *Commissary Checks.*—The blank form (No. 131) provided for use in taking orders and making collections for the same, is printed in duplicate—as a stub which is a blank “Order” used for recording the order for luncheon or meal when received, and a leaf which is used as a commissary “Check” in collecting and accounting for the money received for it. The order part of the blank is used by the Conductor as a voucher to his returns made on blank form No. 130, while the check is collected by the waiter.

Waiters will carefully examine all commissary checks which they collect from passengers, to see that the information given thereon is correct, and will enclose them, with a written memorandum relative to missing or irregular ones, in an envelope addressed to their “District Commissary.”

(6.) *Drawback Checks* will be carried by all Conductors, on either local or through cars. They will be issued to all paying and trip pass passengers, including passengers traveling on Government Transportation Requests, in case cars are left *en route*; also when passengers hold railroad tickets by another route, or when they are too sick to travel, and again, in cases wherein they are excluded under the provisions of Article 126, and for purposes of transfer. Art. 115 (7 and 9).] As drawback checks are virtually sight drafts on the Company, too much care cannot be used in issuing them.

Conductors must not express any opinion as to the amount that will be refunded on drawback checks when presented to officers of the Company. It is enough to say that the party to whom the passenger is referred will act as the case requires.

(7.) *Reports of Drawback Checks Issued* [Form Z], will be turned in with the diagrams of the trip, to the Receiving Cashier, and must show the particular berth or section for which each check is given, and the reason for which cars are cut off or the checks issued; they will also be reported on the diagram by commencing and closing numbers.

(8.) *When accepted*.—Drawback checks issued to paying passengers, will be received at any

time, in any car, in payment for like accommodations in the same direction, over the same road, between the place where issued and the original destination of the passenger; and also under circumstances stated in Article 111 (3 and 6). Drawback checks issued to holders of trip passes for purposes of transfer, must be endorsed across the face with the name of the passenger and the words, "trip pass," and will not be accepted, except by the first car, in continuation of the original trip that has accommodations for the holder. Drawback checks received will be reported on the back of the diagram, "by transfer from Car——." The check taken up will be canceled and turned in with the diagram. [See Art. 118 (1).]

118. Report of Trips.—Conductors must transcribe from their working diagram all data relating to the trip of each car, to a clean diagram, arranging the information in conformity with the blank. [See Art. 116.] They will do this in a careful manner and with the utmost legibility, with the entries written with ink or indelible pencil. When completed, this report, accompanied with the diagram which they received from the Ticket Agent, together with all money, tickets, checks, trip passes, requests, report of non-paying passengers, report of drawback checks issued, and any document in the nature of an order for the occupancy of the accommodations of

their car, will be turned in to the Receiving Cashier, the whole constituting their report with its accompanying vouchers, and for which they will receive the Receiving Cashier's receipt. [Form 409.] [See Art. 144 (2).]

(2.) Conductors of Buffet cars must turn in trip commissary reports [Form 130] whether they have earnings or not, at each terminal station where there is a Receiving Cashier.

(3.) *Leaving Reports.*—When a Conductor is doubled out without time to make the proper report of the trip, he will leave with the Receiving Cashier, or with a person designated by the District Superintendent, at points where the Receiving Cashier is not accessible, all his collections for and diagrams of the trip, taking a receipt therefor [Form 68], and making his report in the required form as soon afterward as is possible.

119. Linen.—The use upon beds or pillows of linen which has been previously used, or is ragged, or is much stained is strictly prohibited. Use only that which is whole, and fresh from the laundry. In removing it from the beds it will be put into the lockers at once, without laying it down on the floor or on seats to await the accumulation of an armful. In making down berths, Porters will not distribute the linen about the car, but bring from the locker at one time only that which is required for each section.

(2.) *Clean Linen* will be carried in the locker proper, and soiled linen in the linen bags, carefully keeping that which is damp separate from the dry, and tying a knot in torn or ragged articles, to call attention to them in the linen-room.

(3.) *Towels*.—Hand towels will be liberally supplied to meet the needs of passengers without waiting to be asked for them, and will be properly placed about the wash-stands while the cars are in service.

The use of towels for wiping off wash-stands, or for other than legitimate purposes, is strictly forbidden.

(4.) *The Removal of Linen* from the car will be in compliance with local regulations. Porters will give personal attention to counting linen exchanged with the laundry, and unless noted at the time no allowance will be made for shortage in counting.

120. Bedding Must be Carefully Handled, and pillows and blankets kept from contact with the floor. If damaged by improper usage, their value will be charged to the negligent employe. Under no circumstances allow pillows to be used without cases, or mattresses without sheets.

121. Berths Will be Made Up by the Porter when requested by passengers or the Conductor; and in case a person purchases an entire section, and desires to occupy but one berth, both mattresses and extra pillows may be placed on the lower one, closing the empty berth up against the roof.

When passengers demand their berths made immediately, and faster than the Porter can prepare them, the Conductor must assist him in doing so.

Should a passenger wish to occupy a berth in the day time, or to sit up all night, he will be permitted to do so, when other occupants of the section do not object, arranging the section as is customarily done with sections so used.

(2.) *When Made Up.*—To avoid delay in making up berths, Conductors should make early inquiries of passengers, particularly ladies and children if they wish theirs, and thereby advance the Porter's work. Not that passengers are to be hurried to bed, but that their berths can be prepared promptly as they wish them, and annoying delays prevented.

When passengers are expected to arrive *after the usual retiring hour*, Conductors will cause a sufficient number of berths, including a section, to be made up in advance, arranging the head toward the engine. The Porter must not be called when off duty at night to make up a small number of berths.

(3.) *Preparation.*—Berths should not be made up without closing both windows, except as to screens [Art. 125 (4)], wiping the dust from the woodwork and mirrors of the sections, fastening the window-curtains and safety-cords properly, and hanging the hammocks.

Passengers should be asked if they wish to sleep with their head or feet toward the engine, and

have explained to them, if they seek the information, the benefits of lying head forward.

(4.) *Spreading Bedding*.—Only clean linen will be used on beds, and any deficiency in this respect must be reported at once. Conductors will be held responsible for the correct and uniform arrangement of blankets on the beds, and especially that the blanket is spread out its full size—*single*, and not double—and is laid so that the top of the word “Pullman” worked in it will be toward the head of the berth, that the lower sheet is turned under the edge of the mattress at the back as well as the front of the berth, and that the *upper* sheet and blanket are carefully tucked under the mattress at the back and foot of the berth, while in front and at the head they are folded on the bed about twelve (12) inches, and finally having the upper corner folded back so as to make a neat appearance.

(5.) *Head Rest Pockets* must be opened and dust wiped out when the berth is made up.

(6.) *Berth Curtains*.—At the time of making up a berth or section, the berth curtains shall be drawn apart and kept in that position until either berth is actually occupied, then closing them in front of that section only. In case a lady has a berth, the Porter will hang at her berth the inner or supplemental berth curtain to secure her greater privacy.

Section badges are to be hung over the center of the right-hand curtain of each section, and

care taken that their numbers correspond to the respective sections.

To add to the security of passengers at night, Conductors will see that berth curtains are buttoned together at the end and center of the section, and to the seat arms in each section of their car, unless the passengers occupying them object to having it done.

(7.) *Stepping-boxes* must be used by all Porters in making up and putting away berths, taking care not to apply their hands upon the face of the berth front, injuring the finish of it. A cloth or chamois should be held in the hand when applied against a berth front, and all finger marks removed with a clean chamois.

122. Awakening Passengers.—Conductors will ascertain distinctly the destination of each passenger, and will see that they leave the car at the proper station, giving each person, before reaching destination the timely notice they ask for. At night the Train Conductor will be notified so that he can take up their passage tickets. *Discretion* will be exercised by the Conductor in directing the awakening of passengers for terminal stations and in time for breakfast, accomodating *as far as practicable*, those who do not wish to rise at the usual hours.

(2.) Porters are prohibited from awakening passengers at other time than that requested, or as directed by the Conductor, and must effect it in an inoffensive manner.

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have explained to them, information, the benefits of ly-

(4.) *Spreading Bedding.*—The blanket must be used on beds, and any person who fails to do so must be reported at once. The person responsible for the correct spreading of blankets on the beds must see that the blanket is spread out flat, not double—and is fastened at the head by the word "Pullman" worked into the blanket at the head of the berth, that the blanket is under the edge of the mattress, and that the blanket as the front of the berth. The blanket and blanket are carefully folded at the back and foot of the berth, and at the front and at the head the blanket is about twelve (12) inches wide. The upper corner folded to give a neat appearance.

(5.) *Head Rest Protection.*—The head rest must be dust wiped out when the train is stopped.

(6.) *Berth Curtains.*—The curtains must be up a berth or section. The curtains must be drawn apart and kept open. If either berth is actually occupied, the curtains must be in front of that berth. If a lady has a berth, the Pullman must draw the inner or supplementary curtains to give her greater privacy.

Section badges are to be worn on the right-hand cuff of the uniform.

on the curtain rod and gracefully looped back to the seat ends, and the end curtains pushed back to the section partition next to the wall of the car.

Passengers occupying these sections, however, will be allowed to have the curtains adjusted to suit themselves.

(5.) *Hanging Apparel.*—Coats or other articles of apparel must be laid across the seats or hung from the hooks at the side of the windows. Only when berths are made up is it permissible to hang them from the hooks overhead.

124. Information for Passengers.—Conductors and Porters will carry on their cars the Schedule of Lines of their Division, which they will keep currently corrected from station order books, also samples of such advertising matter of the roads on which they run (folders, etc.) as will facilitate their answering the inquiries of passengers about places at which trains stop, connecting and transfer stations, time of arrival and departure of trains, etc., etc. When employes are unable to correctly answer such questions by passengers, they will in a cheerful and obliging manner seek it from the train employes.

(2.) In giving information of the length of a stop at a station, say the train is due to leave at ——— unless the Train Conductor announces “——— minutes.”

125. Ventilation.—The correct process of ventilating a car in motion is to admit fresh air at the forward and exhaust the warm air at the rear

end of it, working from both ends toward the center to increase the ventilation. By this method the annoyance of direct drafts of air on passengers is avoided as far as practicable.

The correct process of ventilating a car *running* is to open the desk sash in the center of it, and the windows and doors if needed.

Conductors must exercise judgment in the matter of ventilation, doing all in their power to cause a free circulation of air through their cars, making frequent and careful inspection *en route* for that purpose.

(2.) *In Warm Weather* all the ventilators must be kept open, and the sash in each door may be lowered. On approaching a tunnel ventilators and windows should be closed, and after passage promptly *re-opened*.

(3.) *Transom Ventilation*.—In cars provided with them, the transoms at both ends should be kept open, so as to create a free circulation of air at the top and throughout the length of the car, using judgment about it in cold or stormy weather.

In cold weather, when a car is running with the heater end in front, the Conductor should moderate the high temperature then found overhead at that end of the car by opening slightly the front end transom, or drop-sash in the door, thereby driving the hot air back into the body of the car.

(4.) *Window Screens*.—During warm weather

before making up berths, passengers should be asked if they wish to use window screens, which should be placed under the outside sash, and their position explained to the occupant of the section, so that the inside sash can be lowered by them during the night if it becomes too cold.

These screens are to be kept in water-closet windows at all times, when the weather and dust will permit, and in ladies' dressing-room when needed.

(5.) *Window Deflectors* are intended to keep out smoke and cinders as well as dust, and hence should be used whenever a window is kept open and is without a screen. They should be kept clean, and when in use be attached within the car by a cord. Porters must be watchful, and as soon as a window is raised put in a deflector without waiting for the passenger to call for it.

As a rule, put but one deflector in a section, and preferably in the rear window of it, keeping the other window closed. If too many deflectors are used they are liable to produce an inward current of air, and thus defeat the object in view.

Their use is prohibited on the left hand side of the cars on *some* double track-roads. That requirement must be complied with, and their use must be discouraged on that side of cars on all double-track roads.

(6.) *Closing Windows*.—In unoccupied sections the windows should be kept shut, as there is no doubt that a better and more pleasant circulation

of air can be obtained, even in hot weather, by keeping the windows closed as far as practicable, and by depending on the deck sashes and end ventilators for ventilation. This is especially applicable to the windows on the sunny side of the car in hot weather, which should be kept closed and the curtains drawn. Of course this plan of ventilation cannot be enforced against the wishes of the passengers concerned, but with proper effort and courteous explanation they will acquiesce in it.

It is particularly important that the windows should be shut as soon as practicable after nightfall, as the night air is damp, and dust and cinders are brought with it in through the open windows. In shutting windows be particular to put down both sashes [see Sec. (4)], as the inner one serves equally to exclude cold in winter and dust in summer.

(7.) The doors of drawing-rooms *not sold*, having two doors, will be kept open when receiving passengers at that end of the car at terminal or other important stations; also during hot weather (day or night); and whenever, in the judgment of the Conductor, it is necessary in order to get better ventilation or a freer circulation of warm air in cold weather.

126. Sick Passengers.—Passengers afflicted with any contagious or infectious disease, or who are known to be insane, will not be admitted to the cars of this Company.

(2.) Should a car happen to be occupied by a person afflicted with small pox, cholera or yellow

fever, the Conductor will report to the Train Conductor, with whom will be left the decision about leaving the passenger, and of cutting the car off the train. Other passengers in the car will be notified at once, and those leaving the car will be given drawback checks. The facts in the case will be telegraphed at once to the nearest District Superintendent, and his instructions followed.

127. Nuisances.—Offensive articles of food will not be allowed in cars, and Conductors will not allow diapers or towels to be washed or dried in cars, or by hanging them from windows, or elsewhere.

(2.) Cats, dogs, parrots or other noisy birds, will not be allowed in cars.

128. Smoking.—The privilege of smoking on cars is permitted as a favor to passengers, and not conceded as a right. Therefore when the circumstances of the trip are such that smoking in any part of the car becomes offensive to passengers, and cannot be remedied, it will not be allowed. Subject to this proviso, which can be courteously explained to passengers, when necessary, the following regulations are stated:

(2.) *Smoking is prohibited* at all times in the body of the car, in the ladies' dressing-room, and in the passageway at the end of the car.

(3.) *Passengers may smoke* in the men's wash or lobby-rooms, in the smoking-room and in the drawing-room, as per Section (4)

Smoking in the smoking-room at terminal tions, will not be permitted.

(4.) *Smoking in Drawing Rooms.*—When sold, the drawing-room in cars which are with a smoking-room can be used as a smoking-room also by passengers who have bought it, and a woman's smoking-room in lines where so quired; but the door leading into the body of the car must be kept locked, the transoms tight shut and the deck sashes kept open, also windows when the comfort of the occupants permit.

(5.) *Side-passage Doors.*—During the time the smoking-room or drawing-room is being for smoking purposes, the swinging doors in side passages must be kept shut, and every caution taken to keep the smoke from penetrating the body of the car, even to the extent of requiring that smoking be discontinued for the time.

(6.) *Smoking-room Privileges.*—Conductors should observe when passengers not smoking remain in the smoking-room to the exclusion of others wishing to smoke, and should courteously call their attention to the matter and secure the use of the room for its appropriate purpose.

Conductors will permit passengers from Pullman cars that are without accommodations for smoking to use the smoking privileges of other cars, if it can be done without inconvenience to their passengers. Card playing in smoking-rooms is prohibited.

129. Gambling will not be permitted on the cars at any time. Games for pleasure are permissible when they do not interfere with the comfort of other passengers, but it must be understood that sleeping-cars are for that purpose, which does not admit of games being played after the usual hour for retiring, nor in a boisterous manner at any time. Games of every kind are prohibited upon Sunday.

130. Noises and Lights.—After any *passengers have retired* for the night, all loud talking, games or anything likely to disturb the quiet of the car, must cease. Conductors will see that doors are opened and shut softly. They will keep lights burning at the end sections only, and as brightly as the convenience of passengers and guarding of the car requires, also in the closets and vestibules of the car, and they will prevent, as far as possible, the carrying of lighted lamps through the cars. *Fires* should be raked or supplied and *boots blacked only* while the car is in motion.

(2.) *News Agents* will be prevented offering their wares in Pullman cars after the hour for retiring, until after berths are put away in the morning.

(3.) *In Tunnels* —Lamps should not be lighted for passing tunnels more than ten minutes before they are required, and should be extinguished as soon as no longer required.

131. Blacking Boots.—Porters are required to clean and polish the boots and shoes of every person on the car, including the Conductor. The boots and shoes must be taken from one section only at a time, cleaned, polished and returned to that section, so as to avoid mistakes. This work must be done only while the car is in motion, so as not to disturb passengers, and while doing this work the Porter must sit on a camp stool squarely facing the body of the car at the end of the car next to the gentlemen's washstand. Under no circumstances must the work be done anywhere else.

132. Guarding Cars.—Cars in service must not be left unguarded at any time; if either Conductor or Porter be off watch asleep, the Porter on watch must not under any pretext leave the car for any period, however short, not even to render ordinary service to a passenger, until another one is out of bed and on guard. The Porter on guard, when sitting, must occupy either an end seat facing the body of the car, a locomotive seat, or a camp stool placed at one end of the car. The employe on watch at night must not leave the car inside of the car for any purpose, not even to go on the platform, without locking the opposite door, and then he must not, for even one minute, leave the door he is at unwatched, and under no circumstances must he go farther away from the car than the foot of the steps. On leaving the car after the completion of a trip, to prevent theft, Conductors must see that the doors and windows

are properly secured, unless the car cleaners are present to take charge.

(2.) Conductors may advise passengers who, upon retiring, place their valuables under their pillows, that a better way is to place them beneath their mattress at the back of their berth, nothing being said implying absolute security.

(3.) *Suspects*.—As thieves may take berths to points where they leave the cars at midnight, and before passengers whom they rob may leave, Conductors and Porters must watch such cases and not allow the suspects to be out of sight until they leave the car, not even to render ordinary services to other passengers.

(4.) *Guarding the Front Door*.—When a train is made up, and more particularly while running, the front door of that Pullman car next to the railroad cars should be constantly watched, to prevent the entrance of sneaks who will slip into Pullman cars to use their conveniences and steal towels, or other articles of equipment.

(5.) *Reporting*.—When a robbery occurs on a car, the Conductor will report the case to the Train Conductor, quietly search the car, and endeavor to obtain from the passenger his address, and a signed written statement, describing the missing property and stating its value as near as practicable. The address of witnesses to be used in reporting the case will be carefully taken, and memoranda made at the time of any data which may contribute to the fullness of the report, which

will be on a blank, Form 244 [Art. 134.]

(6.) Passengers or employes cannot be searched by Conductors without their consent, but only by officers of the law.

133. Articles Found in Cars.—All articles left in cars by passengers, and for which careful search will be made at the end of each trip, must be turned in by the Conductor promptly to the District Superintendent of the line, except for cars in through lines, when they will be left with the District Superintendent nearest the station at which the passenger left the car, with a memorandum report giving description of the article, date, train, and the number or name of car.

134. Reports of incidents.—Any occurrence affecting the comfort or convenience of passengers, such as alleged loss of property, damage to cars, except from accident, insubordination of the Porter, neglect of Ticket Agent, expulsion of a passenger, etc., will invariably be reported in writing to the District Superintendent, using an Incidental report blank [Form 186] for that purpose.

(2.) *Mistakes by Ticket Agents.*—Whenever a ticket agent sells two tickets for the same berth, or sells a berth not on sale in his office, or fails to write on the diagram the name of a way-station at which passengers who have reserved berths or seats are to get on, or does anything of this kind likely to occasion trouble on a car with the Pullman

Conductor, the Conductor must (in every instance) make in writing a full report of the occurrence to his Superintendent, specifying date, car, trip, ticket and berth.

135. Accidents.—Conductors, when an accidental injury occurs to a car in their charge, will immediately call the Train Conductor's attention to it, so that a proper report of it may be made to his Superintendent, and obtain his written acknowledgement [Form 192] of such notification.

(2.) *Accident Reports* will be made and forwarded to District Superintendent as soon as practicable after a car has been injured. If wheels or axles are broken, the report must give the position number [See Art. 143 (3),] also the maker's name and number.

(3.) *Inventory and Receipt for Equipment.*—When a car is disabled the Conductor and crew will be held responsible for taking, as soon as possible, a correct inventory of equipment, and one of them will remain with the car until relieved by a railroad official, or an officer of this Company. They will give an invoice of the equipment to, and take a receipt for it from, the person relieving them. [Form 57.]

(4.) *Cars Cut Off.*—Should a car become disabled, or for any other reason be "cut off" *en route*, the Conductor must promptly *telegraph particulars* to the nearest District Superintendent, and place his Porter in charge of the car to await further instructions; he will issue drawback checks to all

paying and trip pass passengers, and do his best to secure accommodations for them in other cars. The conductor may continue the trip with the passengers until they are located in other cars or have received their checks; he will then proceed to complete his trip, report to the nearest office of the Company, or return to his car, as his judgment or instructions dictate. Written notice [Form I] of the occurrence must be sent to his District Superintendent. If it is impracticable to furnish all the passengers with "drawbacks" a note to that effect will be entered on the report of them [Form Z.] [See Art. 117 (7)].

(5.) Conductors will make a written report to their Superintendent of every instance of a hot journal under their car, whether it causes the cutting off of the car or not. They will state how long the train is delayed and the cause of the heating, which they should ascertain as far as practicable by personal examination.

136. Wrecking Tools.—The receptacle for fire and wrecking tools must be kept locked at terminal stations, and unlocked while the car is in a train. These tools must not be used at any time for other than their intended purpose.

137. Telegraph Messages sent over railroad wires in regard to movements of employes, or of cars, and also reporting vacant berths to be sold at some place on the line in advance of the arrival of the cars, are considered as pertaining to legitimate railroad business, and are sent free.

In telegraphing vacant space in cars to stations ahead, it is necessary to write out the numbers of sections composed of two figures to prevent mistakes in reading them.

(2.) *Private Messages*.—Dispatches in the interest of passengers individually should be paid for by them, except on lines of roads where arrangements admit of telegraphing to connecting lines to reserve berths.

138. Heaters.—In building a new fire in Baker heaters, remember that the smallest fire that can be kept burning is the best for starting the circulation of water in the pipes, and that at other times the *condition* of the fire is more important than the *quantity* of it. Keep the coil free from ashes and a low fire will warm the car.

(2.) *In Starting a Fire*, put the coal on the kindling at once and check the draft, so as not to get a sharp fire; keep putting on coal until the heater is about two-thirds full.

If there is reason to believe that the water in the heater pipes is frozen do not start a fire until the ice has been melted by other means.

(3.) *A Dull Fire*.—Keep on a large body of coal, but a dull fire. The water in the heating pipes will not circulate rapidly, hence a dull fire is more effective than a lively one. A lively fire only overheats the heater itself, and produces a sudden pressure of steam, which is liable to cause the safety-valve vent to blow off, and stop the working of the apparatus; therefore, always keep

a slow, dull, but constant fire. The pipes once warm, will remain so any length of time with a dull fire.

(4.) *Draft*.—Keep the draft shut off by tightly closing the lower or ash-pit door. Keep the upper or feed door also closed most of the time. Never have the upper and lower doors open at the same time; as this will cause gas to escape into the car.

When the car is too warm, or rather *before* the car gets too warm, deaden the fire by sliding the upper door partly or fully open, with the lower door closed, and when needed, give a little draft to the fire, by sliding the lower door open a little way—the top door remaining closed. But, as a general rule, keep both the doors closed. This, with the fire properly built, and the water heated throughout the whole length of the car, will keep the desired temperature in the coldest of weather.

(5.) *Clinkers* may easily be removed without disturbing the fire, by tipping down the front of the grate with the shaker, and holding it steadily with one hand, while the clinkers are removed with the small poker by the other. Ashes under the fire-grate, if allowed to accumulate, will not only impede the draft, but may burn the grate and ruin it.

(6.) *The Safety Grate* over the fire must be kept fastened down at all times, except while putting on coal. This is to prevent the fire spilling into the car in case of accident.

(7.) *Steam Heating*.—Car-service men will be

governed by the special rules which are issued, in handling steam heating appliances.

139. Lamps.—A deficiency in light from oil lamps is due to a variety of causes, notably ; poor oil, badly trimmed wicks, bent or broken wick tubes, and a want of personal interest and sound judgment. The observance of a few simple rules will produce the desired results.

(2.) *Regulating.*—Lamps should be burned low when first lighted, and only after their parts have become warmed should wicks be turned up.

(3.) *Kinds of Oil.*—Use mineral sperm oil of 300° fire test only, which should be kept in clean cans, and in no case be mixed with other oils.

(4.) *Trimming.*—Cut the wicks only occasionally and meantime rub off the crust and dead matter with a piece of paper—newspaper is best. When necessary to cut them, use *sharp* shears, as dull ones tear the wick and leave uneven edges. To prevent an overflow of oil, keep the wicks when unlighted, turned down in the tubes.

(5.) *Handling.*—Never set lamps on or over marbles, upholstery, or in any place where the oil can soil or injure the equipment of the car.

(6.) *Cleaning.*—Lamps should be cleaned on the road every morning, when cars do not reach their destination before 10 A. M. Keep all parts of the lamp clean and in perfect repair, especially the wick-holders or tubes, which are easily bent or broken. If the chimneys get smoked or dirty *en route* they should be immediately cleaned.

(7.) In the care and handling of Hicks Smith's lamps, and others similarly construct the following instructions are to be observed. Carefully wipe out between the wick tubes with strip of cloth or waste, as crust or sediment there causes unsteadiness to the flame, and in trimming the wick do not allow the cuttings to get into air tube, as every obstruction makes the light become dim. The drip cup should be unscrewed and emptied after filling the oil pot, as all oil that passes into the air tubes flows to this receptacle, and should not be allowed to accumulate in it.

(8.) *Gas Lights*.—In cars equipped for lights, Car-service men will be governed by special rules in force

140. Bell Cords.—Whenever a car is detached from the train, Conductors and Porters must attend to the bell cord, and if the car is at a station the cord must be drawn in at each end and properly secured. They will not allow bell cord to be tied to any of the fittings inside the car, while the car is attached to a train, and they will attend to drawing it through the car as to prevent breakage of lamps, or of glass in doors, or the injury of passengers.

141. Conductors are held responsible for the Cleanliness and good condition of the cars *en route*, and they will promptly report neglect of duty by those employed at terminal stations to clean the cars or air the bedding.

(2.) *Platforms, Hand-Railings, and glass*

and doors must be cleaned before receiving or discharging passengers at all important stations. Conductors of Parlor cars will perform this service on their cars.

(3.) *Porter's Duties.*—Porters will be required to clean daily, with a stiff brush, the carpet covering of stepping boxes and ladders, and to keep clean the oil closets, wash stands and spittoons, and in every particular preserve the neatness and order of their respective cars while *en route*.

(4.) *Wash Stands.*—The Porter should sponge off the wash stand tops at frequent intervals when passengers are arising, and as often as they are used during the day, wiping the tops dry with a cleaning cloth after sponging them. Particular attention must be given to the wash basins, thoroughly removing the dirt which adheres to them whenever soap is used in them.

(5.) *Spittoons* must be emptied in the gentlemen's water closet if the car is running, and outside the car when it is not. They must be cleaned when offensive, also at night before the Porter retires. The sponge or cloth used to clean the lids of spittoons must not be wet in or over wash bowls, or used about wash stands.

(6.) *Dusting Cars.*—Attention must be given to keeping cars *en route* as free from dust and litter as possible, and this can be done best by using a cloth on woodwork and glass instead of a brush, if there are passengers in the car, and by removing from the floor with the dust pan and brush any

crumbs and other dirt which may be on it. Porter will be required, when putting away berths in the morning, and before dusting the seats, to raise both windows for a few moments, if the weather permits, in order to ventilate the car and carry out the dust. While passengers are out at meal stations, Porters will raise the windows and dust out the cars. In doing this work proper care should be taken not to interfere with the comfort and convenience of persons remaining in the car.

(7.) *Water Closets*.—There is no excuse for having *offensive water closets* in the cars, and considering the thorough provisions made by the Company to prevent them, it is evidence that the employes are neglecting their duty whenever they are so.

The urinals can be drenched with water before applying the disinfectant supplied to the car, and hoppers can be drenched when necessary. The disinfectant can be used with any degree of frequency necessary, and the closet floor is to be wiped clean when required, and the disinfectant sprinkled over it. Attention must be given to the condition of the closets after the passenger have retired.

At stations where coolers are supplied with ice. Porters should gather up ice which is to be wasted and put it in the urinals.

The urinal and its pan must be wiped clean of dust and cinders several times each day, using, if available for this purpose, a handful of wet newspaper

(8.) *Aisle Strips* are to be laid in bad weather for the protection of the carpet, when not directed by Superintendents to be so at all times. They may be turned over in very bad weather; when at breaks in the line all the passengers of the train are transferred through the Pullman car; when at the end of a trip the carpet is not taken up; and at opportune times when it is desirable to have the curling of the edges tramped out.

(9.) *Garbage, Bottles and Ashes* must not be thrown from the cars in motion.

(10.) *Ice* must not be broken or laid on the floor of cars.

(11.) *Water Tanks as Coolers*.—Employes are prohibited from using water tanks as coolers for beer, wine, milk, etc.

142. The Equipment of Cars should be invoiced by Conductors [Form 57] when directed by local instruction, and they will be held responsible for any losses which may be incurred that are not promptly reported to their Superintendent.

(2.) When there is any deficiency in the equipment of a car the Conductor will make requisition [Form 135] on the District Superintendent for the articles and material needed.

(3.) *Commissary Equipment* is to be inventoried by the Waiter, and requisitions for renewals of it will be made by him. He will be required to make good all losses of Commissary equipment and supplies not explained satisfactorily.

143. Inspection of Car.—When cars are in use on the road, all their defects are apparent, and therefore it is expected that Conductors will make a thorough inspection of *all cars* under their charge *each trip*, being particular to note whether or not the cars ride properly, if the journals heat, and if the stoves, windows, ventilators, or other fixtures *rattle*; if the lamps, water tanks, faucets, waste-pipes and water closets are in perfect order; if the cleaning of the car or its equipment has been neglected; and *in case of any defect* they will make a written report [Form 169] thereof to their Superintendent. If notified by an inspector of any defect requiring immediate action, this fact will be stated in the Conductor's report.

(2.) When cars are transferred *en route* the trip inspection will commence with the trip, and the report, if any is made, will be transferred to the receiving Conductor.

(3.) *Designating Journal Boxes and Wheels.*—All the oil-boxes and wheels of cars with six-wheel trucks are numbered from one to twelve; and of cars with four wheel trucks from one to eight; and when these numbers are not painted on the truck timbers the numbering will commence with number one at the same end and side of the car with the section or seat of that number inside of the car and continue in the same order, the even numbers all being on one side of the car, with the odd numbers opposite, as shown by the following diagrams:

2	4	6
o	o	o
		.
o	o	o
1	3	5

8	10	12
o	o	o
o	o	o
7	9	11

2	4
o	o
o	o
1	3

6	8
o	o
o	o
5	7

(4.) *Repairs.*—Conductors will make a written report of all repairs made by railroad people to their cars during the trip and while under their charge. Whenever any wheels are removed *en route*, they will report them by the numbers of their position in the trucks as per Section (3), and, if known, by the number of each wheel, and the maker's name.

(5.) *Truck Material in Tool Boxes.*—This material must not be used at any station where the articles are kept in stock. Whenever, at other points, employes find it necessary to use any of the articles, they will put in the box in its place the condemned article, such as shoes, pedestals, earings, stop-wedges, etc., which they have replaced, and report the action to their Superintendent. New brasses are to be carried in lockers.

144. Special Car Service.—Conductors in charge of cars on special trips will be governed by the written instructions which they receive from their Superintendent. [See Art. 116 (11).]

(2.) *Diagram Reports* of cars in special service should be for the whole service, should explain the service and designate the party, and should state, if payment has been made in advance, the amount paid. If collections are to be made subsequently, it should be so noted, giving when practicable, the agreed price.

(3.) *Inspecting Trucks*.—Conductors in charge of cars in special service are required to personally notice whether trucks are inspected and journals lubricated at the various points where it is customary to render this service to other cars, and bring to the attention of the railroad people any disposition to neglect the car. If the inspection and oiling is overlooked, this service must be secured at the next station of inspection.

145. Customs.—Conductors on cars that pass customs stations, either into or out of the Dominion of Canada and the Republic of Mexico, will notify all passengers in advance that their baggage is subject to inspection by the customs officials, and that, to prevent annoyance and delay, they should have it ready and convenient for examination.

When it is to be inspected at night, baggage should not be stowed under the lower berths, unless of such small dimensions as to be taken out without difficulty.

Conductors and Porters must be in readiness to point out to inspectors the baggage of their passengers, respectively, and in a courteous manner facilitate their performance of duty.

146. Libraries in cars are for the free use

of passengers, and are in charge of the Porters, who are held personally responsible for the books.

Copies of catalogues should be distributed by the Porter among the passengers, and any book named in the catalogue, which may be called for, should be given out by the Porter, who will see that it is returned to the library before the passenger retires or leaves the car.

150. Railroad Regulations.—Conductors and Porters should make themselves familiar with the rules for the government of the employes of the railroad over which they run, that they may conform thereto. The location of accidents will not be shown to passengers, or remarks made in regard to them.

(2.) *Train Conductors* are in command of all employes on their train, and their orders on matters pertaining to the running and safety of the train are to be implicitly obeyed, and with them rest all matters pertaining to passage fares, the removal of passengers from the train, and the cutting off of cars.

(3.) *Flagmen or Brakemen on duty* will ride wherever directed by the Train Conductor, and perform their duties without interference; *they will not be permitted* to use Pullman cars for washing or other purposes, to the annoyance or inconvenience of passengers, and should they in any way injure the service of the car, a report will be made to the Superintendent.

(4.) *Water Closet Doors.*—Particular care must be taken to comply with the requirement that

water closet doors be kept locked while cars are at terminal and important way stations.

(5.) *Controlling Passengers.*—Employees on cars will co-operate with trainmen in preventing passengers getting on or off cars while in motion, and from riding upon platforms, conformably to their rules.

160. Buffet Car Service.—The supervision of the crew, care of supplies and equipment, responsibility for the conduct of the service in all respects, and the preservation and proper use of all Company property rests with the Conductor of the buffet as of other cars.

Subject to the above, the waiter is in direct charge of the buffet, its equipment and supplies, and pecuniarily responsible for their proper use and keeping.

161. Buffet Waiters.—*Their duties* require them to prepare and cook the food served, to cleanse the buffet and maintain a neat and orderly condition of everything in the buffet. They are to take orders for luncheons, serve them, and collect charges therefor. Waiters must handle buffet supplies brought to or taken from the car, store them appropriately in the places provided, and generally do whatever is required to be done within the buffet.

(2.) *Tours of Duty.*—When the business of buffet sleeping cars requires the service of a Porter and a Waiter, the Waiter will be kept in charge of the buffet; he will however be required to assist the Porter in receiving and discharging passengers

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at terminal stations, divide the watch with him and help him in making up beds when necessary.

The Porter will be required to assist the Waiter in serving luncheon. When the Porter performs the buffet service, and a number of passengers are to be served, the Conductor must solicit orders and assist in the preparation and serving of luncheon.

(3.) *Buffet Waiters' Uniform.*—Buffet waiters, when soliciting orders, preparing or serving luncheon, and making collections, must always be uncovered, and uniformed with the ordinary white working jacket *fully* buttoned, and white apron underneath, with glass towel folded and suspended three-quarters its length from the apron string in front of left hip. At all other times while *en route* the regular Porters' uniform will be worn.

162. Opening and Closing Buffet.—The buffet urn will be lighted at 5.30 A. M., by the Porter, and the buffet opened at 6 A. M., when everything must be in readiness for serving luncheon when called for. Should luncheon be ordered late in the evening after a number of passengers have retired, which, in the judgment of the Conductor, could not be served in body of car without disturbing passengers, it should be served in either the vestibule, smoking room or buffet, whichever place may be the most practicable, on tray neatly covered with napkin. If served in vestibule, a camp stool should be provided for the passenger.

Buffet cars leaving terminal stations before

midnight must have lamps in buffet and under the urn lighted, and orders must be solicited.

Special effort must be made by both Conductor and Buffet Waiter to ascertain if passengers arriving at terminal stations before seven in the morning desire luncheon.

The large inside curtain will be raised to the top hook while luncheon is being prepared and served ; at all other times it must be dropped to the lower one.

The buffet door must be kept closed and the door curtain raised while receiving passengers.

163. Serving Luncheon.—*In taking orders for luncheon* the Waiter will present Menu Cards to passengers, and write their selections in the blank order or stub of the commissary check, with all data which the form of the blank calls for, and he will request them to specify when they wish the order served.

(2.) *Preparing Checks and Collecting Charges.*—The money value of the order will be filled in and totaled by the Conductor, who will prepare the commissary check in proper form, and send it by the Waiter for collection after the luncheon over. The money received by the Waiter must be paid immediately to the Conductor.

(3.) *The use of Trays* is imperative in serving luncheon, and the bar tray must be used in presenting checks for collection.

(4.) *Table-cloths.*—The practice of using a fresh table-cloth for each luncheon is not necessary to a good service. Those that have been used once and are not soiled or stained, should be neatly folded in the old creases to avoid a mussed appearance,

and be used as often as neatness and good taste will warrant.

(5.) *Luncheon Served Outside of Buffet Cars.*—Passengers in other Pullman cars, without a buffet, can, at their request, be served with luncheon in their own cars by the Buffet Waiter.

(6.) *Selling Liquors.*—Conductors and Waiters of Buffet cars must keep themselves informed where prohibitory, local option, or Sunday liquor laws are in force, and must not under any circumstances, sell, in violation of such laws, beer, liquors or wine in passing through such states, territories, cities or towns, under penalty of instant dismissal from service, nor will they sell them under any circumstances to minors, or to the extent of intoxication.

(7.) *Sales to Employees.*—The crews of Buffet cars may purchase for cash, at cost price, for their own consumption, any of the articles on the menu cards, except liquors, wine, beer, ale, mineral water, cigars and cards. Regular checks will be issued for such orders the same as to passengers, the Conductors writing the name of the employe plainly across the face of the check.

The privileges on Buffet cars are extended to the crews of Sleeping cars on the same train only whenever in the judgment of the Buffet car Conductor the quantity of supplies on hand will justify it.

(8.) *Private Luncheon.*—Private luncheon carried by the passengers on Buffet cars, will receive the same attention from Conductor and Porter, as when carried on a regular Sleeper without a Buffet. Passengers carrying cold liquid coffee,

tea or chocolate, who insist upon having them warmed over, must be charged the regular price therefor, as if the buffet article had been supplied.

(9.) *Ventilation*.—While luncheon is being served on Buffet cars, when the deck sash cannot be opened on roads using soft coal, ventilation can be secured by using both a deflector and a screen in the window of the Buffet.

164. Handling and Care of Buffet Supplies.—Care must be taken to have in the Buffet a full supply of stores, all in fresh condition and of good quality. It is imperative that perfect cleanliness and neatness in everything connected with the Buffet shall be observed.

(2.) *Storage-Ice Box*.—In filling the ice box suspended under Buffet cars, the ice must be placed only in the end compartments, and provisions only in the center compartment.

(3.) *Drawing Supplies*.—Waiters must make requisition on the District Commissary immediately after the arrival of their car at a terminal station, for all articles needed for its next trip out.

(4.) *Purchases en route*.—The stores necessary to replenish supplies while *en route*, must be purchased by the Conductor from the funds received by the sale of luncheon. The bills [Form 137], after being countersigned by the District Commissary, will be paid by the Receiving Cashier.

(5.) *Issues and Transfers en route*.—Whenever a Buffet car arrives at any terminal station other than where it is regularly supplied, and it is necessary to replenish stores, the Waiter, with the supply sheet, will report to the District Commissary, who will supply all his wants, treating

these issues in the same manner as if made to one of his regular cars, noting the quantity and price of each article under proper heading on supply sheet. Transfers of supplies from one car to another, while *en route*, will be noted under the same heading, omitting price, which, in estimating cost of trip, will be the same as paid for like articles at the regular supply station.

(6.) *Condemning Supplies and Equipment.*—Conductors or Waiters will not condemn supplies or equipment issued to them;—this will be done by the District Superintendents or District Commissaries—except spoiled, musty or broken eggs, which will be accounted for by the Conductor over his signature, on the inspection report of his supply sheet. Eggs not covered in this way will be charged, when short, to the Waiters. Broken parts of the equipment must be returned to the District Commissary.

(7.) *Private Stores.*—As the capacity of the buffet refrigerator and sideboard is limited to the actual wants of the buffet service, no other stores than those enumerated on the supply sheet will, under any pretense whatever, be carried in them, nor will the crew traffic in any other stores while on the car. Contraband stores will be confiscated, and the persons so offending will be dismissed from the service.

(8.) *Care of Supplies.*—Extra care will be required in cleaning and airing buffet lockers and refrigerators to keep them free from any close or musty odor, especially during hot weather. In order to do this thoroughly, without injury to perishable stores, these must be removed to the center ice box under the car, and its drainage pipe closed,

with its end boxes well iced, and their drainage pipes open, and kept there until the car is stocked for the outgoing trip. Stores longest on hand, whether in storeroom or on cars must be issued first.

165. Care of Buffets and Equipments.—

The personal use of the Buffets while lying over at stations, or when the buffet car is run as a sleeping car only, is strictly prohibited.

(2.) *Washing Dishes.*—Dishes or other articles of equipment must not be handled so as to create noise after passengers have retired, except while the train is in motion.

(3.) *Cleaning Buffet.*—The interior woodwork, inside glass, and deck sash of the buffet should be thoroughly cleaned by the Waiter, as the car cleaners have no access to these rooms. Porters must remove bulk head and buffet curtains on arrival of their car at a terminal station, folding them carefully and laying them away in the lockers before leaving the car.

(4.) *Decorating Buffets.*—The use of napkins for decorating front of the buffets in excess is not only expensive, but in bad taste. It is therefore directed that but one napkin be used, which must be neatly spread on counter of buffet locker, upon which should be placed the comport of fruit, with any other article of equipment or supplies that good taste may dictate.

(5.) *Care of Buffet Urn.*—After each regular luncheon, and in the evening, when the buffet has been closed, the coffee-grounds and tea-leaves must be removed from the urn, its compartments and pots rinsed with hot water, wiped dry, and faucets left open. At the end of each round trip the water must be removed from the urn, and its

compartments well cleaned, their faucets left open and lids removed. The outside of the urn should be cleaned with the standard silver polish only. The coffee, tea, egg and chocolate pots must, at the end of each trip, be washed in hot water with soap (not sapolio), rinsing them well afterward to remove all the yellow coloring matter.

(6.) *Oil Stove*.—The oil lamp under the urn should be extinguished after each regular luncheon has been served, leaving a small body of hot water in the urn, so that a special order can be served in short time.

(7.) *Cleaning and Working of Oil Stove*.—The oil stove will burn successfully only mineral seal oil of 300° fire test. At the end of each day and trip the oil stove must be taken from under the urn, its chimney or top taken off, and the soot, if any, removed. The perforated air box must be placed in boiling water and washed with sapolio. The wicks must be evenly trimmed, corners slightly clipped and then turned down into the wick tubes, so that the oil will not overflow. The wick tubes must be kept free from dirt and gum, and the oil chamber filled and wiped clean. This puts the stove in good condition for immediate use. The flame should be treated the same as that of an ordinary lamp, not turning it up too high on first lighting, nor at any time below the top of the cast iron cover, otherwise some odor will escape from it. Should a wick be turned down into the oil well, remove the wick tubes, and before replacing the plate, put enough common bar soap on the ledge to make a tight joint. Then put on the plate and fasten securely with its screws.

